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PATENT
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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicants: Xu, et al.

) CERTIFICATE OF FACSIMILE TRANSMISSION

Serial No.: 09/241,335

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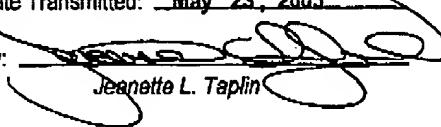
Filed: February 1, 1999

) Facsimile Number: 703-872-9306
No. of Pages: Amendment (14)

Title: Interactive Voice Response
Systems with General-Purpose
Blocks

) Date Transmitted: May 23, 2005

Group Art Unit: 2645

) By: 
Jeanette L. Taplin

Examiner: Ovidio Escalante

Commissioner for Patents
P.O. Box 1450
Arlington, VA 22313-1450

AMENDMENT E

Sir:

In response to the First Office Action of March 11, 2005, please amend the
above-identified application as follows:

Amendments to the Claims are reflected in the listing of claims which begins on page
two (2) of this paper.

Remarks/Arguments begin on page six (6) of this paper.